

The background of the entire page is a close-up, high-contrast photograph of flames. The fire is bright yellow and orange, with dark, swirling patterns of smoke and shadow. The flames appear to be rising and dancing, creating a sense of energy and movement. The overall color palette is dominated by warm tones of red, orange, and yellow against a dark, almost black background.

**The New York Public Welfare Association**  
**142<sup>nd</sup> Annual Winter Conference**

*Igniting Higher  
Performance &  
Productivity*

**February 1-4, 2011**  
**The Albany Marriott Hotel**  
**Albany, New York**

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### **Attorneys' CLE Information**

Attorneys may earn up to 9.0 CLEs by attending six workshops offering 1.5 CLEs each.

OTDA will be providing CLEs for *UIFSA 2008* (Child Support Recovery) and *Utilization of Fair Hearing Outcome Data* on Wednesday.

The following sessions on Thursday have received CLE approval from Albany Law School through an arrangement with the OCFS training bureau:

- *A Baker's Dozen of Ethical Dilemmas*
- *Court Improvement Project*
- *Child Welfare Case Law I & II*

For financial aid information, please contact the NYPWA at 518-465-9305.

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## **SAAM Program**

### **Substance Abuse Assessment and Monitoring**

a division of The IMA Group

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Contact: Barbara Young (518) 527-8487 or email: [barbara.young@ima-us.com](mailto:barbara.young@ima-us.com)

**Tuesday, February 1**

- 3:00pm - 6:00pm Exhibit Setup and Registration.....Ballroom Foyer
- 4:30pm - 6:00pm Conference Registration.....Empire Foyer

**Wednesday, February 2**

- 8:00am - 5:00pm Conference Registration.....Empire Foyer
- 9:00am - 5:00pm Exhibit Area Open.....Ballroom Foyer
- 9:00am - 10:30am NYPWA Board of Directors' Meeting.....Salon F
- 9:00am - 10:30am Attorneys' Meeting with State Agency Counsel..... Empire
- 9:00am - 10:30am Staff Development Association Business Meeting.....Salon H
- 10:15am Coffee Break • *Sponsored by Salient Management Company*.....Ballroom Foyer
- 10:45am - 12:15pm Opening Plenary Session.....Salons A/B/C/D
- 12:15pm - 1:15pm Luncheon.....Salons A/B/C/D
- 1:30pm - 3:00pm State & Local Commissioners' Dialogue.....Empire
- 1:30pm - 3:00pm Concurrent Sessions**

- Child Care Time and Attendance (CCTA) System*.....Salon F
- The Hague Convention on International Recovery of Child Support and UIFSA 2008*.....Salons G & H
- Automation and Streamlining of Business Processes*.....State
- CONNECTIONS Transformation 2011*.....Schenectady/Troy
- Charting the Journey for WMS Modernization*.....Albany/Colonie
- Critical Thinking Skills & Problem Solving*.....Salon E
- 3:00pm Coffee Break • *Sponsored by Deloitte*.....Ballroom Foyer

- 3:30pm - 5:00pm Concurrent Sessions**
- Commissioners' Session on Medicaid Administration Takeover*.....Empire
- Automating the Representative Payee Process*.....Salon F
- The Effects of Power and Control in Clients on a Path to Economic Independence*.....Albany/Colonie
- Confidentiality: Access to Databases*.....Salon A
- Homevisiting in NYS*.....Schenectady/Troy
- Raising the Bar: Enhancing Employee Performance*.....Salon E
- Utilization of Fair Hearing Outcome Data*.....Salons G & H
- 5:00pm - 5:55pm Local Commissioners' Private.....Private
- 6:00pm - 7:00pm Networking Reception .....Salons A/B/C
- 7:00pm Dinner on Your Own

**Thursday, February 3**

- 7:30am - 8:45am Private Breakfast Meeting.....Boardroom
- 7:30am - 8:45am Breakfast Buffet.....Salons D & E
- 8:00am - 5:00pm Conference Registration.....Empire Foyer
- 9:00am - 5:00pm Exhibit Area Open.....Ballroom Foyer
- 9:00am - 10:30am Concurrent Sessions**

- Family Engagement Survey of Local District Child Welfare Caseworkers*.....Salon F
- New Beginnings: Help for Eligibility Workers and Supervisors*.....Salon C
- Child Care Quality: The Power of Partnerships*.....State
- Child Support Coordinators Roundtable*.....Schenectady/Troy
- A Baker's Dozen of Ethical Dilemmas*.....Salons G & H
- Executive Budget Overview*.....Empire
- Long Term Care Update*.....Albany/Colonie
- 10:30am Coffee Break • *Sponsored by Controltec Inc*.....Ballroom Foyer

- 11:00am-12:15pm Concurrent Sessions**
- Transitional Jobs, Lessons Learned & Best Practices Developed*.....Salon C
- Child Care Subsidy in New York State: Making Every Dollar Count*.....State
- Executive Budget In Depth*.....Empire
- Update on State Administration of Medicaid*.....Albany/Colonie

12:15pm - 1:15pm	Court Improvement Project.....	Salons G & H
1:30pm - 3:00pm	Building Teams for Better Outcomes.....	Salon F
1:30pm - 3:00pm	Child Support Policy 2011.....	Schenectady/Troy
	Lunch.....	Salons D & E
	Child Welfare Financing Workgroup Meeting.....	Salon F

**Concurrent Sessions**

	CSEU Staff Roundtable.....	Schenectady/Troy
	Award Winning Initiatives in Adult Protective Services.....	Salon A
	Conducting Contract Management with ContrackHQ Software.....	Salon C
	Building Staff and Organizational Capacity for Succession Planning.....	Salon B
	Family Health Plus Employer Buy-In.....	Albany/Colonie
	Temporary Assistance and Employment Roundtable.....	Empire
	Child Welfare Case Law Review (Part 1 of 2).....	Salons G & H
3:00pm	Coffee Break • Sponsored by HP.....	Ballroom Foyer

**3:30pm - 5:00pm**

**Concurrent Sessions**

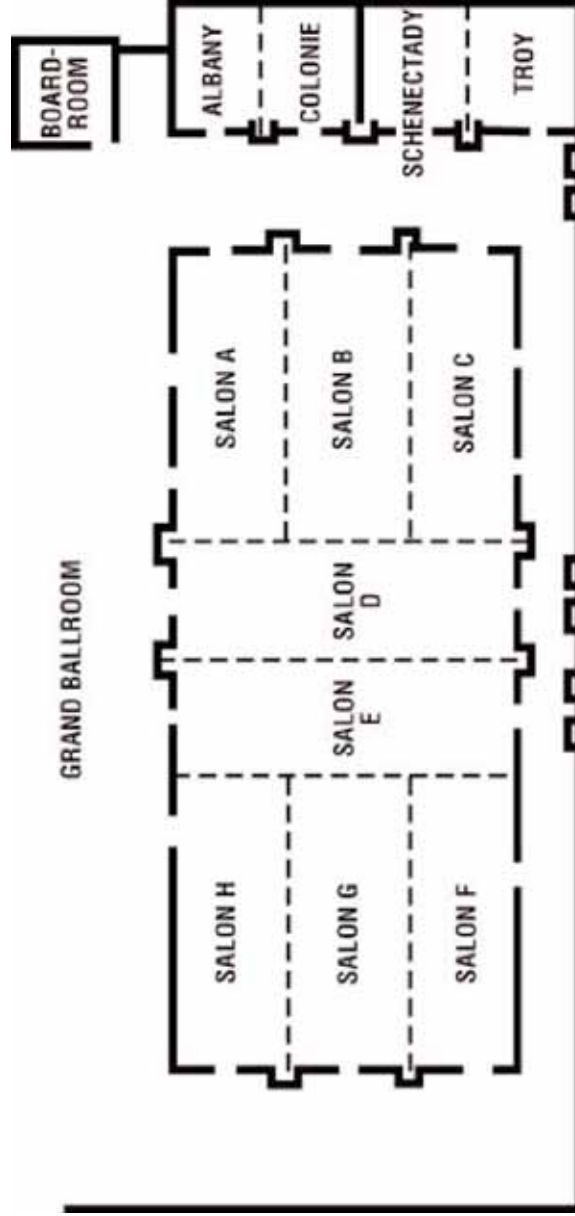
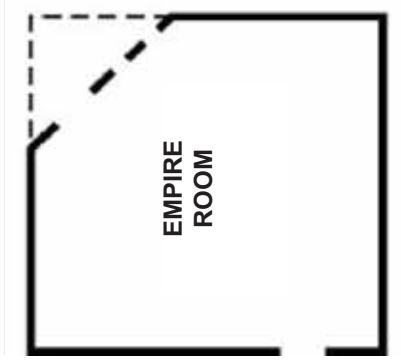
	Juvenile Justice Trends and initiatives.....	Albany/Colonie
	Disaster Preparedness and Emergency Planning.....	Salon A
	How the Child Support Program Relates to Other Program Areas.....	Schenectady/Troy
	Fiscal Roundtable.....	Empire
	Building Worker Resiliency...The Power of Influence.....	Salon B
	Monroe County Fair Hearing Management Database Demonstration.....	Salon C
	Child Welfare Case Law Review (Part 2 of 2).....	Salons G & H
6:00pm - 7:00pm	Cocktail Reception • Sponsored by The Albany Marriott.....	Salons A/B/C
7:00pm - 9:00pm	Annual Banquet.....	Salons D & E

**Friday, February 4**

7:30am - 8:45am	Breakfast Buffet.....	Salons D & E
7:30am - 11:00am	LDSS Commissioners' Breakfast & Meeting.....	Salons A & B
8:00am - 11:00am	Conference Registration.....	Empire Foyer
8:00am - 9:15am	NYPWA Deputy Commissioners' Leadership Network.....	Salon C
9:00am	Coffee Break • Sponsored by The Bonadio Group.....	Empire Foyer
9:00am - 10:30am	Local DSS Fiscal Policy Dialogue.....	Salon F
9:30am - 11:00am	NYPWA Legal Committee Meeting.....	Salons G & H
9:30am - 11:00am	The Multigenerational Workplace.....	Empire
10:30am - 11:30am	NYPWA Fiscal Administrators Association Meeting.....	Salon F



# Hotel Map



# Opening Ceremonies

## Wednesday, February 2, 10:45 AM

### Salons A/B/C/D

*Presiding:*

**Jay T. LePage**, NYPWA President and  
Commissioner, Clinton County DSS

# Welcome!

**Vincent Colonna**, Commissioner, Albany  
County DSS

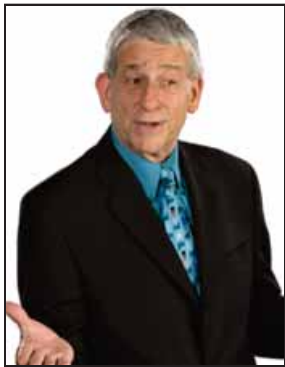
**Honorable Michael Breslin**, Albany  
County Executive

**Kristin Proud**, Deputy Secretary for Human  
Services, Technology & Operations,  
Governor's Office

**Elizabeth Berlin**, Executive Deputy  
Commissioner, OTDA

**William T. Gettman, Jr.**, Executive Deputy  
Commissioner, OCFS

## Keynote Address



### *Turning Up the Flame: Enhancing Motivation and Performance*

**Bob Blenn**

Improving productivity in an intensely demanding environment is no easy task. Local departments of social services struggle to manage the ever-increasing applications for assistance, and the workload is growing across all social services programs. At the same time, there are big changes on the horizon, such as the State's plan for administering Federal Health Care Reform. Competing priorities can pull people in many directions, thereby draining the level of energy that is required to excel. Sustaining a high level of motivation is vital to the performance of an organization. Bob Blenn will share effective techniques for fueling higher performance and productivity and influencing motivation in others.

## Tuesday ■ February 1

3:00 PM - 6:00 PM Ballroom Foyer  
Exhibit Setup and Registration

4:30 PM - 6:00 PM Empire Foyer  
Conference Registration

## Wednesday ■ February 2

8:00 AM - 5:00 PM Empire Foyer  
Conference Registration

9:00 AM - 5:00 PM Ballroom Foyer  
Exhibit Area Open

9:00 AM - 10:30 AM Salon F  
NYPWA Board of Directors' Meeting

9:00 AM - 10:30 AM Empire  
Attorneys' Meeting with State Agency Counsel

9:00 AM - 10:30 AM Salon H  
Staff Development Association Meeting

10:15 AM Ballroom Foyer  
Coffee Break • *Sponsored by*  
Salient Management Company

10:45 AM - 11:15 PM Salons A/B/C/D  
Welcome by Government Officials

11:15 AM - 12:15 PM Salons A/B/C/D  
Keynote Address

12:15 PM - 1:15 PM Salons A/B/C/D  
Luncheon

1:30 PM - 3:00 PM Empire

**State and Local  
Commissioners' Dialogue**

Commissioners of OTDA, OCFS, and DOH, and their executive deputies, are invited to discuss current issues facing social services with local DSS commissioners.

*Chaired by Jay LePage*, NYPWA President

3:00 PM - 3:15 PM Empire

**LDSS Commissioners' Business Meeting**

Tuesday ■ February 1 & Wednesday ■ February 2

**1:30 PM - 3:00 PM**  
**Concurrent Sessions**

**Salon F**

**Child Care Time and Attendance (CCTA) System**

Presenters will provide an update on the experiences from the two CCTA pilot counties (Albany and Niagara) and lessons learned. Additionally, the CCTA team will address key action activities for local districts to prepare and address as CCTA moves into the deployment phase with full implementation by July 2011.

*Presenters:*

- Renee Rider**, Assistant Commissioner, OCFS DCCS
- George Ciekowski**, Director, Child Care Subsidy Program, OCFS
- George Warner**, Manager, IT Applications, OCFS
- Robert Hops**, Senior Project Manager, Controltec Inc.
- Kevin Smith**, Deployment Manager, Controltec Inc.

*Moderator:*

**Rita Hollenbeck**, Accounting Supervisor, Tioga County DSS

**Salons G&H**

**The Hague Convention on International Recovery of Child Support and UIFSA 2008 Approved for 1.5 CLEs**

With the U.S. Senate ratification of the Hague Convention on International Recovery of Child Support, the Support Collection Units (SCUs) will be able to take advantage of the new process for establishing and enforcing child support orders among the ratifying nations. SCUs will also be receiving requests for assistance from member nations. In order to implement the Convention, Congress will soon require all states to adopt UIFSA 2008. The 2008 version includes all the changes made in UIFSA 2001. This session will discuss the pending changes in UIFSA and the procedures under the new Convention. CLE will be offered to attorneys.

*Presenter:*

**Brian S Wootan**, Associate Counsel, Office of Legal Affairs, OTDA

*Moderator:*

**Edward Stano**, Staff Attorney, Albany County DSS

**State**

**Automation and Streamlining of Business Processes**

The automation and streamlining of business processes can be an effective means to achieve cost savings during fiscally tight times. The HRA Finance

Office will share the benefits and experiences of implementing several projects that have refined HRA's fiscal operations through the use of systems. The presenter will share how the electronic distribution of data using web applications and secure FTP cut the amount of labor and simplified the distribution of regular reports to Agency vendors. Also, the presenter will show how former manual paper laden work flows can be automated to achieve greater efficiency.

*Presenter:*

**Lowell Reiter**, Executive Director, Office of Revenue Management and Development, NYC HRA Finance Office

*Moderator:*

**Robert Plenge**, Director of Finance, Oswego County DSS

**Schenectady/Troy**

**CONNECTIONS Transformation 2011**

Attendees will get updated information concerning the transformed CONNECTIONS application. The presentation will also provide a review of the features of the re-designed Permanency Hearing Report (PHR) and a live demonstration of the pilot product.

*Presenters:*

- William E. Travis, Jr.**, Deputy Commissioner, Information Technology, OCFS
- Sheila Poole**, Associate Commissioner, Division of Child Welfare & Community Services, OCFS
- Christine Zappone-Lenaghan**, Casework Supervisor, Albany County DCYF

*Moderator:*

**Marian Logan**, Director of Children's Services, Albany County DCYF

**Albany/Colonie**

**Charting the Journey for WMS Modernization**

The Functional Roadmap Project (FRM) is a collaborative effort among state agencies and local social services agencies to establish the business strategy and plan for modernizing the current Welfare Management System. The new paradigm is intended to be a single statewide operating environment that supports human services programs. This new operating environment will be supported by a variety of information technology systems that inter-operate with standard interfaces and data exchange schema to assist workers in performing their daily duties associated with first client contact to case closure, inclusive of benefits issuance. This workshop will provide an opportunity for State and Local managers to share their insights about the proposed new service delivery operating environment that incorporates an innovative strategy for people, process, and technology.



*Presenters:*

**Dana Rosenstreich**, Functional Roadmap Project Director, OTDA

**Carolyn Karins**, Functional Roadmap Business Project Manager, OTDA

*Moderator:*

**Pamela Gatto**, Director of Eligibility, Niagara County DSS

#### Salon E

### **Critical Thinking Skills & Problem Solving**

Fascinating as it may seem, the more we learn, the less we may know. As we gain experience, we form patterns of thinking that serve the efficient use of our brain and its reasoning powers. This is positive and enables us to respond swiftly to the challenges that we face. Unfortunately, the downside of this cognitive development is that we can prematurely make decisions based on incomplete data. This workshop focuses on strategies to enhance the manner in which we think, and to provide ourselves with a broader range of viable choices, which lead to higher quality decisions.

*Presenter:*

**Bob Blenn**

*Moderator:*

**Theresa Giovanniello**, Deputy Commissioner, Dutchess County DSS

3:00 PM

Ballroom Foyer

Coffee Break • *Sponsored by Deloitte*

**3:30 PM - 5:00 PM**

### **Concurrent Sessions**

#### Empire

### **Commissioners' Session on Medicaid Administration Transfer**

State law was enacted in 2010 to transfer Medicaid administrative responsibilities from local districts to state government. This workshop will be presented by the State Health Department with a focus on issues and questions specific to local DSS commissioners. A second session is being offered on Thursday at 11:00 AM for a broader audience.

*Presenters:*

**Judy Arnold**, Director of Coverage and Enrollment, NYS DOH

**Wendy Butz**, Director, Bureau of Medicaid and Family Health Plus Operations, NYS DOH-OHIP

*Moderator:*

**Kira Pospel**, Commissioner, Greene County DSS

#### Salon F

### **Automating the Representative Payee Process**

The workshop will demonstrate the modules of Financial Focus, the web-based accounting system developed by HRA to manage all transactions associated with the 2,200 Adult Protective Services (APS) clients for whom it serves as Representative Payee. It includes the tracking of requests for financial management services, generation of Social Security application requests to become representative payee, bank communications, funds management for client and financial transactions, bill payment, accounting entries and funds encumbrance processes, and monthly statements to clients of funds received and disbursed.

*Presenters:*

**Michel Mossad**, Director, Financial Management Unit, NYC HRA Adult Protective Services

**Deborah Ramos**, Division Director, Health and Mental Health Systems, NYC HRA MIS

**Suresh Chinnakotla**, Deputy Division Director, Health and Mental Health Systems, NYC HRA MIS

*Moderator:*

**Rochelle Gray**, Manager of Social Services Accounting, Ontario County DSS

#### Albany/Colonie

### **The Effects of Power and Control in Clients on a Path to Economic Independence**

Clients who receive social services benefits are expected to participate in certain program requirements. When domestic violence is prevalent in a person's life, the reality of the effects of this issue can be quite complex. This workshop is designed to identify the impact of domestic violence on an individual who is on a path to economic independence. During this large group discussion, participants will review case scenarios and process the "Power and Control Wheel" to pinpoint barriers to economic independence. Through this interaction, workshop participants will discover strategies that may be beneficial in the client's quest for long-term independence.

*Presenters:*

**Trudy Lawson**, Project Director, NYS OPDV

**Vanessa Owens**, Program Specialist, NYS OPDV

**Wendy Buell**, Temporary Assistance Specialist 1, OTDA

*Moderator:*

**Frances Lanigan**, Commissioner, Oswego County DSS

**Salon A**

**Confidentiality: Access to Databases**

Many districts are increasingly facing issues regarding staff accessing, and/or releasing, information from confidential databases. As the use of technology and paperless case records increases, staff have access to data and case-related information. Misuse or unauthorized access of confidential information is a violation of Social Services law and can be a criminal offense. Panelists will share their experiences in ensuring that staff do not inappropriately access or release confidential information and in disciplining staff if a violation does occur.

*Presenters:*

**Dennis Packard**, Commissioner, Schenectady County DSS

**Susan Iona**, Staff Development Coordinator, Schenectady County DSS

**Robin Chaisson**, Staff Development Coordinator, Rensselaer County DSS

**John Redden**, Deputy Commissioner, Clinton County DSS

**Deborah Snyder**, Chief Information Security Officer, OTDA

**Pamela Knowles**, CONNECTIONS Security Manager, OCFS

*Moderator:*

**Stephanie Clarke**, Director of Staff & Organizational Development, Clinton County DSS

**Schenectady/Troy**

**Homevisiting in NYS**

Federal health care reform will provide \$1.5 billion over the next five years to invest in home visiting services for high risk families. How much money comes to New York will depend in part on the development of an effective state/local strategy to reach high risk families with program designs that demonstrate measurable outcomes on indicators like child safety, health, and healthy development. The workshop is intended as a user's guide to local capacity development. The Health Department will share their responsibilities as lead agency and will discuss the development of statewide strategies for home visiting. OCFS will provide ideas on the strengths and weaknesses of evidence-based programs and other promising models. We will also hear about local experiences with a variety of home visiting programs.

*Presenters:*

**Rachel DeLong**, Director, Bureau of Maternal and Child Health, NYS DOH

**Kim DuMont**, Research Specialist, OCFS

**Kelly Reed**, Commissioner, Monroe County DHS

*Moderator:*

**Kathleen McGoldrick**, Director of Social Services, Cattaraugus County DSS

**Salon E**

**Raising the Bar: Enhancing Employee Performance**

Sustaining a high level of motivation in challenging times, while difficult, is vital to the performance of an organization and its employees. When competing priorities and changing demands pull people in many directions, the level of energy that is required to excel is drained. Motivation is both an art and a science; it is achieved through external and internal factors, and all of these are examined in this workshop. Participants will learn effective techniques to increase their own self-motivation and to influence motivation in others.

*Presenter:*

**Bob Blenn**

*Moderator:*

**Theresa Giovanniello**, Deputy Commissioner, Dutchess County DSS

**Salons G&H**

**Utilization of Fair Hearing Outcome Data**

**Approved for 1.5 CLEs**

This workshop will review statistical data available to local districts. One tool that can be accessed by the Local Districts to review performance and improve service is the Decision Outcome Data generated by the Office of Administrative Hearings. This workshop will introduce the data, explore its applicability, and identify areas that may be problematic in the delivery of service. The data can also enhance Local Districts' performance within the hearing process.

*Presenters:*

**Maria T. Vidal**, General Counsel, OTDA

**Philip Nostramo**, Principal Administrative Law Judge

**Mark Lahey**, Supervising Administrative Law Judge

*Moderator:*

**Albert Dingley**, Senior Attorney, Albany County DSS

5:00 PM - 5:55 PM

**Private**

**Local Commissioners' Private Reception**

6:00 PM - 7:00 PM

**Salons A/B/C**

**Networking Reception**

7:00 PM

**Dinner on Your Own**

## Thursday ■ February 3

7:30 AM - 8:45 AM  
**Private Breakfast Meeting**

**Boardroom**

7:30 AM - 8:45 AM  
**Breakfast Buffet**

**Salons D&E**

8:00 AM - 5:00 PM  
**Conference Registration**

**Empire Foyer**

9:00 AM - 5:00 PM  
**Exhibit Area Open**

**Ballroom Foyer**

**9:00 AM - 10:30 AM**  
**Concurrent Sessions**

### ***Family Engagement Survey of Local District Child Welfare Caseworkers***

This workshop will provide an opportunity to see the findings of the survey administered to LDSS caseworkers during July 2010 regarding their values, beliefs, and skills related to family engagement strategies. The data shared will offer a statewide view of the responses, followed by a discussion of how OCFS plans on using this information to influence practice and training.

*Presenters:*

**Renee Hallock**, Director, CFSR, OCFS  
**Joanne Ruppel**, Child Welfare Researcher, OCFS

*Moderator:*

**Deborah Amerling**, Director of Services, Columbia County DSS

**Salon C**

### ***New Beginnings: Help for Eligibility Workers and Supervisors***

Come learn how TA and FS eligibility workers can get help at the front end with correct application and case processing using the tools and data available through WMS and other computer systems. For supervisors, come learn what reports can be requested on an as needed basis to improve monitoring and application/case processing efficiency. Local district staff will present various approaches to using the data and tools available.

*Presenters:*

**Larry Pittz**, Director of Program Integrity, OTDA  
**Jeanmarie Zalinka**, Project Manager, WMS/RFI Resource File Integration Subsystem, OTDA

**Maria Schollenberger**, Project Manager, FEDS Front End Detection System, OTDA

**Stephanie Snow**, Social Services Manager, Essex County DSS

**Neil Mahoney**, Investigator, Essex County DSS

**Sandie Cuoco**, Senior Social Welfare Examiner, Chautauqua County DSS

*Moderator:*

**Fran DelGaudio**, Director of Eligibility, Greene County DSS

**State**

### ***Child Care Quality: The Power of Partnerships***

Child care quality matters. High-quality care supports positive child outcomes, while poor-quality care undermines them. Notwithstanding a tough fiscal environment, presenters will describe their efforts to improve the quality of child day care. Of particular focus will be partnerships of social services districts with local child care resource and referral agencies. In addition, OCFS will provide an update on some of its quality-enhancement initiatives, including QUALITYstarsNY (a quality rating and improvement system), improved care for infants and toddlers, and refinements to training and professional development, among others.

*Presenter:*

**Janice Molnar**, Deputy Commissioner, OCFS  
Division of Child Care Services

**Paul Mossman**, Commissioner, Columbia County DSS

**Kathryn Muller**, Commissioner, Steuben County DSS

**Kimberly Staab**, Division Administrator, Client Benefits, Suffolk County DSS

**Marsha Basloe**, Executive Director, Early Care and Learning Council

*Moderator:*

**Martha Babcock**, Director of Administrative Services, Oswego County DSS

**Schenectady/Troy**

### ***Child Support Coordinators Roundtable***

This roundtable will be a dialogue between State DCSE and LDSS child support coordinators on current and upcoming programmatic issues.

*Presenter:*

**Kevin Boyle**, Acting Deputy Commissioner, OTDA  
Center for Child Well-Being

*Moderator:*

**Teresa Nolan**, Child Support Enforcement Coordinator, Cayuga County DSS



Salons G&H

**A Baker's Dozen of Ethical Dilemmas**

Approved for 1.5 CLEs

Local DSS attorneys will discuss litigation (discovery issues, negotiation, trial practice), self definition (for county attorneys with many hats or who represent different county agencies with different confidentiality issues, e.g., adult protective vs. CPS), representing your client, who is the client? conflicts, and other issues.

*Presenters:*

**Patricia L. Woehrlen, Esq.**, Deputy County Attorney, Monroe County Law Department

**Jonathan Wool**, Social Services Attorney, Franklin County DSS

**Kevin Caraccioli, Esq.**, Attorney, Oswego/Jefferson County DSS, Caraccioli & Nelson, PLLC

*Moderator:*

**David LaPlant**, Attorney, St. Regis Mohawk Tribe Human Services Division

Empire

**Executive Budget Overview**

Representatives from the budget offices of DOH, OCFS, and OTDA will present the Governor's budget proposal for 2011-12.

*Presenters:*

**Elizabeth Dexter-Hinton**, Director, Bureau of Budget Management, OTDA

**Derek Holtzclaw**, Director of the Budget, OCFS  
DOH Budget Office Representative

*Moderator:*

**Peter Simon**, Director of Administrative Services, Dutchess County DSS

Albany/Colonie

**Long Term Care Update**

A representative from the State Department of Health will present the latest information on the regional assessment centers, the new assessment tool, federal reform as it affects LTC, and policy changes that New York State is pursuing.

*Presenter:*

**NYS DOH OLTC Representative**

*Moderator:*

**Bette Osborne**, Commissioner, Chenango County DSS

10:30 AM

Ballroom Foyer

Coffee Break • Sponsored by Controltec Inc.

11:00 AM - 12:15 PM

Concurrent Sessions

Salon C

**Transitional Jobs, Lessons Learned & Best Practices Developed**

Subsidized jobs for public assistance recipients have been implemented in the vast majority of social services districts as a result of 2009 and 2010 funding provided by OTDA. During this workshop, OTDA will provide an overview of outcomes to date and discuss the challenges and positive outcomes from programs throughout the state. The workshop will highlight the implementation of the Transitional Jobs program in Monroe County, from its inception all the way to the best practices that were developed over the course of the grant period. Monroe County representatives will illustrate how Monroe County successfully used Transitional Jobs to forge strong new relationships with employers who otherwise did not consider public assistance recipients with barriers viable candidates for employment. Representatives will present the valuable lessons learned from both successes and difficulties that helped to develop best practices that can be applied to job development, job placement, and retention services going forward.

*Presenters:*

**Elaine Cohen**, Employment Coordinator, Monroe County DHS

**Lindsay Taliento**, President, Career Start

**John James**, Employment and Advancement Services, OTDA CEES

**Barbara Guinn**, Director of Employment and Advancement Services, OTDA CEES

*Moderator:*

**Valerie Nitti**, Director of Employment and Transitional Supports, Tioga County DSS

State

**Child Care Subsidy in New York State: Making Every Dollar Count**

In October 2010, OCFS sponsored a roundtable discussion on child care subsidy program integrity and fraud. A representative group of social services district commissioners, caseworkers, fraud investigators, local prosecutors, and statewide professional organizations met to address ways to prevent and eliminate fraud in the program and to maximize limited child care funds. The findings and recommendations, which will guide policy and improve practice in New York State, will be discussed.

*Presenters:*

**William T. Gettman Jr.**, Executive Deputy Commissioner, OCFS  
**Carol Dankert**, Commissioner, Erie County DSS  
**James Dadamio**, President, NYS Welfare Fraud Investigations Association  
**Renee Rider**, Assistant Commissioner, OCFS  
**Edward Watkins**, Associate Attorney, OCFS

*Moderator:*

**Patricia Davis**, Head Social Welfare Examiner, Ontario County DSS

**Empire**

### **Executive Budget In Depth**

Attendees will have an opportunity to participate in a Q&A segment with state agency budget experts regarding the proposed 2011-12 Executive Budget.

*Presenters:*

**Elizabeth Dexter-Hinton**, Director, Bureau of Budget Management, OTDA  
**Derek Holtzclaw**, Director of the Budget, OCFS  
**DOH Budget Office Representative**

*Reactor Panel:*

**John Befus**, Department Management/Housing/IT/Facilities/Emergency Operations, Westchester County DSS  
**Steven Morgan**, Executive Deputy Commissioner, Onondaga County DSS  
**Thomas Herden**, Director for Administrative Services, Tompkins County DSS  
**Robert Franklin**, Deputy Commissioner, Monroe County DHS

*Moderator:*

**Peter Simon**, Director of Administrative Services, Dutchess County DSS

**Albany/Colonie**

### **Update on State Administration of Medicaid**

The session will review the Department of Health's November 30 report to the Governor and Legislature on Medicaid Administration. The report represents a first step in the planning process to transfer administrative responsibilities of New York Medicaid to State government. The report describes the current administration of New York Medicaid and makes short and long term recommendations for steps that must be taken over the next five years to develop and implement a final plan for State administration of Medicaid. The session will provide information on updated work that has been done since the report's release. Finally, it will discuss how State administration of Medicaid ties into the plan to implement the Affordable Care Act.

*Presenters:*

**Judy Arnold**, Director of Coverage and Enrollment, NYS DOH  
**Wendy Butz**, Director, Bureau of Medicaid and Family Health Plus Operations, NYS DOH-OHIP  
**Mark Kissinger**, Deputy Commissioner, Office of Long Term Care, NYS DOH

*Moderator:*

**Lisa Baker**, Director of Temporary and Disability Assistance, Steuben County DSS

**Salons G&H**

### **Court Improvement Project**

#### **Approved for 1.5 CLEs**

The Child Welfare Court Improvement Project (CWCIP) is a federally-funded initiative that supports the Family Court's mandate to promote the safety, permanence and well-being of abused and neglected children, as well as to ensure due process to parties. CWCIP staff work to enhance and promote innovation in court operations and practices through collaboration with multi-system stakeholders. Local DSS attorneys and others will be interested to learn about the various initiatives and opportunities available through CWCIP.

*Presenters:*

**Christine Sabino Kiesel, Esq.**, Office of Court Administration, NYS Unified Court System  
**Kelly Reed**, Commissioner, Monroe County DHS  
**James Green**, Chief Attorney, Albany County DCYF  
**Betsy Stevens**, Associate Counsel, OCFS Division of Legal Affairs

*Moderator:*

**Janet Tullo**, Bureau Chief, DSS Unit, Dutchess County Attorney Office

**Salon F**

### **Building Teams for Better Outcomes**

We initially embraced "Teaming in Child Welfare" as a model for workload management, but it has far exceeded the expectations we had when we started our first Teaming Unit in Schenectady County. Our Phase 1 Team will show how the process of becoming a Team has not only led to a more effective approach to case-load management, but has also resulted in better outcomes for the children and families served. It has significantly improved the on-the-job training experience of new unit members, and it has raised the bar of performance through the benefits of "The Five C's" derived from commitment.

*Presenters:*

**Julie Copeland**, Case Supervisor-B, Schenectady County DSS



**Eileen Bolognino**, Case Supervisor-A, Schenectady County DSS

**Tina Cheetham**, Caseworker, Schenectady County DSS

**Angela Febus**, Caseworker, Schenectady County DSS

**Amy Glindmyer**, Caseworker, Schenectady County DSS

**Mary Gina Igoe**, Caseworker, Schenectady County DSS

**Danielle Morris**, Caseworker, Schenectady County DSS

**Marisa Vitale**, Caseworker, Schenectady County DSS

*Moderator:*

**Dennis Packard**, Commissioner, Schenectady County DSS

**Schenectady/Troy**

### **Child Support Policy 2011**

This interactive presentation on current and upcoming child support policy matters will address implementation of the Low Income Support Obligation Performance Improvement Act (Chapter 182 Laws of 2010), child support legislative proposals for 2011, and current policy issues.

*Presenter:*

**Lee Sapienza**, Bureau Chief, Child Support Policy and Data Analysis, OTDA CCWB

*Moderator:*

**Randi Johnson**, Director, Child Support Enforcement, Oneida County DSS

12:15 PM - 1:15 PM

**Salons D&E**

**Lunch**

**1:30 PM - 3:00 PM**

### **Concurrent Sessions**

**Salon F**

### **Child Welfare Financing Meeting**

*For Workgroup Members Only*

**Schenectady/Troy**

### **CSEU Staff Roundtable**

Please join us for this roundtable to share innovations or changes that you are making or thinking of for getting things done with less staff. Take this opportunity to talk about any special projects that you are working on in your district. *Participation in this session is limited to LDSS staff.*

*Facilitator:*

**Martha Allers**, Director, Child Support Enforcement, Dutchess County DSS

**Salon A**

### **Award Winning Initiatives in Adult Protective Services**

Last fall, eight districts from across the State received the 2010 Certificates of Recognition for Outstanding Programs and Practices Promoting Protection of Vulnerable Adults. Come hear this sampling of three of the creative initiatives that are leading to better outcomes in Adult Protective Services. Topics discussed will include "Collaboration Works!" a program for success with the hard-to-serve population; the "Use of Case Manager Aides" to provide valuable services to PSA clients; and "Adult Services/Foster Care Teaming Initiative," to bridge the gap between adolescence and adulthood.

*Presenters:*

**Bonnie Fewtrell**, Case Supervisor-B, Protective Services for Adults, Schenectady County DSS

**Monique Brennan**, Case Supervisor, Protective Services for Adults, Dutchess County DSS

**Millie Sweatt**, Senior Caseworker, Protective Services for Adults, Columbia County DSS

*Moderator:*

**David Hunt**, Central Assessment Coordinator, Adult Services, Schoharie County DSS

**Salon C**

### **Conducting Contract Management with ContrackHQ Software**

This workshop will provide an overview of the web-based system, ContrackHQ, used by Monroe County DHS. The presenters will demonstrate how this contracting software is used for contract management. The ContrackHQ software can track the entire contracting process - from requesting a contract, to drafting the scope of services, to obtaining a budget from the vendor, to obtaining electronic signatures for approval, to periodic performance reporting - all on-line via the web.

*Presenters:*

**Nancy Forge**, Director of Financial Assistance, Monroe County DHS

**Kim DeLuca**, Contract Manager, Monroe County DHS

*Moderator:*

**George Macomber**, Accounting Supervisor, Livingston County DSS

**Salon B**

### **Building Staff and Organizational Capacity for Succession Planning**

Many districts are facing large numbers of retirements over the next several years. Agencies will need to deal with the loss of experienced staff, many of whom are supervisors, as well as the loss of

institutional knowledge and expertise. Clinton County DSS has implemented a variety of strategies to address these issues. Planning and preparation are key to minimizing losses and maximizing opportunities for change and building staff capacity. Presenters will share their multi-pronged approach to succession planning, identifying strategies, outcomes, and benefits to their organization.

*Presenters:*

**John Redden**, Deputy Commissioner, Clinton County DSS

**Ona Belser**, Instructor/Field Work Coordinator of the Human Development and Family Relations Program at SUNY Plattsburgh

*Moderator:*

**Stephanie Clarke**, Director of Staff & Organizational Development, Clinton County DSS

#### Albany/Colonie

### **Family Health Plus Employer Buy-In**

The Family Health Plus (FHP) Employer Buy-In allows New York State employers to purchase the Family Health Plus benefit package for their employees through health plans as they would any other health insurance, following certain criteria. To date, there is one pilot program operating in the NYC area. In an effort to further expand this health care coverage for the uninsured, the Legislature enacted amendments to this law in 2010 that become effective January 1, 2011. With these changes, the State DOH is working with managed care plans to offer this product in additional areas of the state.

*Presenters:*

**Jennifer Dean**, Acting Director, Bureau of Program Planning and Implementation, NYS DOH Division of Managed Care

**Elizabeth Villamil**, Project Manager, Bureau of Program Planning and Implementation, NYS DOH Division of Managed Care

*Moderator:*

**Sandi Sanzo**, Director of Medical Services, Broome County DSS

#### Empire

### **Temporary Assistance and Employment Roundtable**

OTDA will coordinate and facilitate a roundtable discussion among Temporary Assistance and Employment Directors to discuss items identified by OTDA as agency priorities as well as topics for discussion identified by districts. Discussion topics will include: Housing Supplements, Subsidized Employment, and TANF Reauthorization.

*Presenters:*

**Jeff Gaskell**, Director, Temporary Assistance, OTDA

**Barbara Guinn**, Director, Employment and Advancement Services, OTDA

*Moderator:*

**Inez DeGroat**, Deputy Commissioner for Financial Aid, Madison County DSS

#### Salons G&H

### **Child Welfare Case Law Review (Part 1 of 2)**

#### **Approved for 1.5 CLEs**

Come hear the latest and hottest case law in the child welfare area. Do not miss these two sessions or you will be left out in the cold! Session I will cover abuse, neglect, dispositions, and permanency hearings. Session II will cover terminations of parental rights and adoptions.

*Presenter:*

**Margaret Burt, Esq.**, Counsel to the NYPWA

*Moderator:*

**Barbara Widrig**, Attorney, Chautauqua County DSS

3:00 PM

Ballroom Foyer

Coffee Break • Sponsored by HP

**3:30 PM - 5:00 PM**

#### **Concurrent Sessions**

#### Albany/Colonie

### **Juvenile Justice Trends and Initiatives**

The session will begin with OCFS identifying key trends that impact local districts, county government, and children. Current data will be provided on detention services and OCFS facility utilization and closures as well as local community based alternatives. In the second half, New York City will discuss its recent success in juvenile justice reform and its vision of an integrated system of services and care for at-risk youth that protects communities, strengthens families, and promotes rehabilitation. Time will be provided to discuss new and emerging ideas and legislative initiatives and potential implications for all districts.

*Presenters:*

**William T. Gettman, Jr.**, Executive Deputy Commissioner, OCFS

**Felipe Franco**, Associate Commissioner, DJJOY, OCFS

**Vincent Schiraldi**, Commissioner, NYC Probation

**Larry Busching**, Executive Deputy Commissioner, Division of Youth and Family Justice, NYC ACS

*Moderator:*

**Colette Poulin**, Commissioner, Albany County DCYF

**Salon A**

**Disaster Preparedness and Emergency Planning**

A written continuity of operations plan is integral to maintaining the essential functions of a local department of social services (DSS) in the event of an emergency, such as a flood, severe winter storm, or flu epidemic. This session will cover the role of the NYS Disaster Preparedness Commission's Human Services Committee and how it can assist and interact with the DSS and the county Emergency Management Office in a disaster response, as well as with planning development. Recommended critical components for emergency planning will be provided, and lessons learned from previous disasters in NYS will be shared.

*Presenters:*

- John Paolucci**, Deputy Commissioner, Division of Operations and Program Support, OTDA
- Stephanie Pagnotta**, Disaster Preparedness Program Representative III, Bureau of Management Services, OTDA
- Tom Hedderman**, Food Stamp Bureau Chief, OTDA/CEES
- David Staszak**, WMS Installation Team Supervisor, OTDA/CEES

*Moderator:*

- Sandra Wright**, Commissioner, Livingston County DSS

**Schenectady/Troy**

**How the Child Support Program Relates to Other Program Areas**

This workshop will offer LDSS staff not working in child support an overview of the child support program. The purpose of this session is to broaden LDSS knowledge and understanding of child support, the program's role, and its contribution to the Social Services safety net.

*Presenter:*

- Monique Rabideau**, Bureau Chief, DCSE Outreach, Training, Special Projects, OTDA

*Moderator:*

- Martha Allers**, Director, Child Support Enforcement, Dutchess County DSS

**Empire**

**Fiscal Roundtable**

Local fiscal administrators and OCFS & OTDA staff will discuss an array of fiscal issues including RF17, future claim changes, child welfare financing, debit card adoption subsidies, and the Guardianship Assistance Program.

*Presenters:*

- Virginia Lattanzio**, Chief Accountant, Bureau of Financial Services, OTDA
- Dennis Lassi**, Assistant Director of Finance, OCFS

*Moderator:*

- Lise Reynolds**, Director of Finance, Steuben County DSS

**Salon B**

**Building Worker Resiliency...The Power of Influence**

Managers who learn how to harness staff motivation and abilities will know how to address challenges and improve organizational outcomes. This session will concentrate on how to do more on less in these challenging economic times and how to identify those vital behaviors that have a cascading positive effect on workers.

*Presenter:*

- Denise Schaller**, Schaller Solutions

*Moderator:*

- Susan Iona**, Staff Development Coordinator, Schenectady County DSS

**Salon C**

**Monroe County Fair Hearing Management Database Demonstration**

Monroe County DHS restructured its management of Fair Hearings by moving from a centralized Fair Hearing Office to a decentralized process. A computer application, "The Fair Hearing Program," was designed and implemented to facilitate the management of Fair Hearings. This presentation will outline the process Monroe County undertook within its Fair Hearing Office to improve hearing outcomes.

*Presenters:*

- Vincent C. Ruggiero III**, Financial Assistance Services Coordinator, Monroe County DHS
- Kimberly Kuyal**, Senior Examiner, Monroe County DHS
- Ed Thomas**, Senior Examiner, Monroe County DHS

*Moderator:*

- Anthony Burke**, Director of Public Assistance Programs, Rensselaer County DSS

**Salons G&H**

**Child Welfare Case Law Review (Part 2 of 2) Approved for 1.5 CLEs**

Come hear the latest and hottest case law in the child welfare area. Do not miss these two sessions or you will be left out in the cold! Session I will cover abuse,



neglect, dispositions, and permanency hearings. Session II will cover terminations of parental rights and adoptions.

*Presenter:*

**Margaret Burt, Esq.**, Counsel to the NYPWA

*Moderator:*

**John Sylvester**, Social Services Attorney, Livingston County DSS

6:00 PM - 7:00 PM **Salons A/B/C**  
**Cocktail Reception • Sponsored by**  
**The Albany Marriott**

7:00 PM - 9:00 PM **Salons D&E**  
**Annual Banquet**

## Friday ■ February 4

7:30 AM - 8:45 AM **Salons D&E**  
**Breakfast Buffet**

7:30 AM - 8:30 AM **Salons A&B**  
**Commissioners-Only Networking Breakfast**  
(arrive by 8:15)

8:00 AM - 11:00 AM **Empire Foyer**  
**Conference Registration**

8:00 - 9:15 AM **Salon C**  
**Deputy Commissioners' Leadership Network**  
Deputy Commissioners will discuss current management and programmatic challenges as well as emerging policy issues in each of the social services areas.

*Facilitator:*

**Brian Moore**, Director of Services, Temporary Assistance & Employment, Cortland County DSS

8:30 AM - 11:00 AM **Salons A&B**  
**Local DSS Commissioners Meeting & Dialogue with State Medicaid Director**

*Presiding:* **Charles Schillaci**, NYPWA President

This meeting will address emerging social services policy issues affecting temporary assistance, children & families services, Medicaid and related areas.

- **LDSS Commissioners Policy Discussion & Action Plan** on temporary assistance, children & family services, Medicaid and related issues
- **Meeting with State Medicaid Director: Jason Helgerson**, Deputy Commissioner, Office of Health Insurance Programs, NYS, DOH

9:00 AM **Empire Foyer**  
**Coffee Break • Sponsored by The Bonadio Group**

9:00 AM - 10:30 AM **Salon F**  
**Local DSS Fiscal Policy Dialogue**

This session is designed to solicit ideas and issues that fiscal administrators and fiscally-minded local commissioners and program directors may want to see addressed in creating an agenda for the coming fiscal year. *Session Limited to Local DSS Administrators.*

*Facilitators:*

**Peter Simon**, Director of Administrative Services, Dutchess County DSS

**Robert Franklin**, Deputy Commissioner, Monroe County DSS

9:30 AM - 11:00 AM **Salons G&H**  
**Legal Committee Meeting**

9:30 AM - 11:00 AM **Empire**  
**The Multigenerational Workplace**

This session illuminates a new way of looking at how to get work done and get along with the growing mix of generations in today's workforce. When a co-worker or manager becomes aware of what motivates a person, they can play to that...and make sure reward systems, recognition, and value propositions are "in sync." The focus of this workshop is to help different generations to better understand each other and to work together more productively.

*Presenter:*

**Denise Schaller**, Schaller Solutions

*Moderator:*

**Barbara Askew**, Staff Development Coordinator, Ontario County DSS

10:30 AM - 11:30 AM **Salon F**  
**Fiscal Administrators Association Meeting**

12:00 PM  
**Conference Adjourns**



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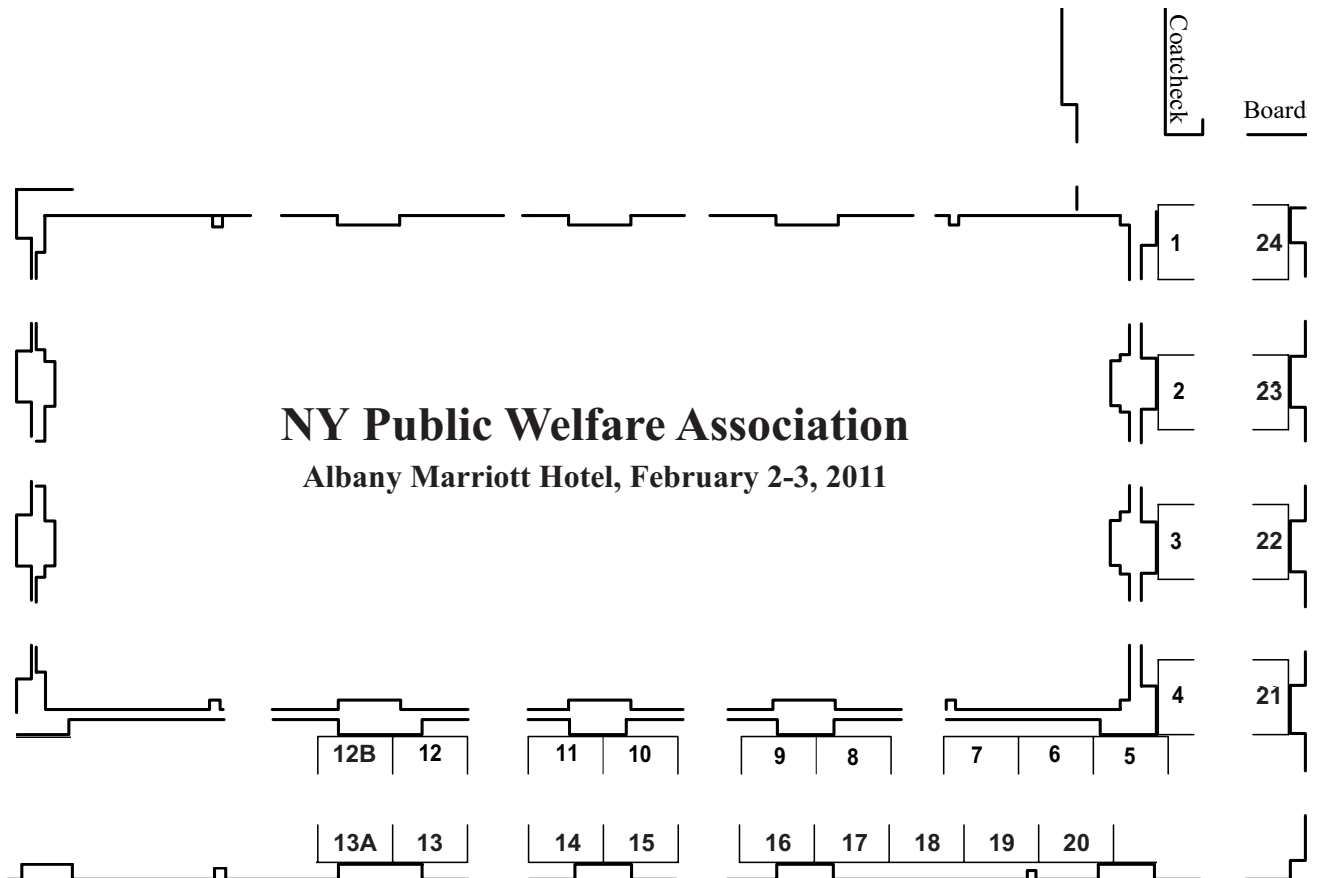
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## **Berkshire Farm Center & Services for Youth**

### **Booth Number: 5**

13640 Route 22  
Canaan, NY 12029

Jim Dennis, Vice President of Community Programs  
Albany office: 518-456-1969  
jdennis@berkshirefarm.org  
www.berkshirefarm.org

Since 1886, Berkshire Farm Center and Services for Youth has been making a difference in the lives of children and families by developing innovative strength-based, child centered programs and services. Our mission is to strengthen children and families so they can live safely, independently and productively within their home communities. Berkshire operates a residential treatment center with a substance abuse treatment program licensed by the NYS Office of Alcoholism & Substance Abuse Services (OASAS), seven group homes, statewide therapeutic and treatment foster care, school and home based prevention services as well as secure and non-secure detention programs. Berkshire is a member of the Alliance for Children and Families and is fully accredited by the Council on Accreditation of Services for Families and Children.

## **The Bonadio Group**

### **Booth Number: 2**

**Gold Sponsor • Coffee Break – Friday, 9:00 AM**

171 Sully's Trail, Suite 201  
Pittsford, NY 14534

Robert Enright, CFE, Executive Vice President  
585-249-2842  
renright@bonadio.com

Brian Lafountain, CPA, CFE, Principal  
585-249-2717  
blafountain@bonadio.com

To combat Medicaid provider and recipient fraud, New York State Counties are turning to The Bonadio Group (TBG) to save them millions. We partner with numerous Counties to uncover fraudulent or abusive applications from individuals seeking Medicaid healthcare benefits and other temporary assistance. In turn, we generate millions in cost savings for the Counties and its' taxpayers. TBG also works with multiple Counties on the Medicaid Fraud Waste and Abuse Demonstration Project auditing Medicaid providers and have successfully identified millions in Medicaid overpayments. TBG has a well-qualified team of CPA's, Certified Fraud Examiners, medical review staff, and investigators who have experience with Medicaid claims auditing and the identification of fraud and abuse.

## **Career Start**

### **Booth Number: 12B**

727 St Paul Street  
Rochester, NY 14605  
Lindsay Talento, President  
585- 360-2620 x 221  
Cell: 585-370-4303  
Fax:585-360-2622  
Lindsay@careerstartny.com  
www.careerstartny.com

Career Start, is a unique full service employment company that specializes in assisting public assistance recipients achieve self-sufficiency through permanent full time employment. Career Start is currently a contractor for the Monroe County Department of Human Services. We have successfully assisted in the administration of employment subsidies such as Transitional Jobs, Transitional Healthcare and TEAP (Training Employment Advancement Program).

Career Start provides a full range of services that prepares job seekers to enter the workforce. These services include, but are

not limited to, Individualized Employment Assessments, Job Seeker Preparation, Employment Retention Preparation, Career Placement, and Employment Based Case Management.

At Career Start, we pride ourselves in achieving exceptional results through innovation, flexibility, and responsiveness. We are proud to have placed almost 900 unemployed into jobs in 2010.

## **The Center for Human Services**

### **Booth Number: 12**

Marcus Boulevard  
Albany, NY 12205  
Janice Severson  
518-435-1825, x211  
janices@bsc-cdhs.org  
www.nysmandatedreporter.org

A nationally recognized training organization...the Center for Development of Human Services (CDHS) offers a comprehensive menu of management, supervisory, and worker training programs that enable agencies to more effectively serve their clients and community. CDHS, in partnership with the NYS Office for Children and Family Services, provides no cost training for all mandated reporters of child abuse. This training is delivered using a variety of delivery methodologies including on-line, instructor led and interactive teleconferences. A NYS Education Department certified provider of Mandated Reporter training, CDHS is available to train your agency staff on site or at one of our regional training centers. Visit us at [www.bsccdhs.org/mr/](http://www.bsccdhs.org/mr/) for more information.

## **CGI Technologies & Solutions Inc.**

12 Corporate Woods Blvd  
Albany, NY 12211  
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518-514-3748  
claire.bradt@cgi.com  
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## **Controltec Inc.**

### **Booth Number: 23**

**Gold Sponsor • Coffee Break – Thursday, 10:30 AM**

Kevin E. Smith, CCTA Deployment Manager  
800-991-6120 x344  
www.controltec.com

Controltec has been developing and supporting innovative software solutions for state and local governments, subsidized child-care agencies, childcare providers and school districts nationwide since 1997. Last year Controltec was awarded a contract to deploy a statewide system for subsidized child care management and attendance collection. The new system, Child Care Time and Atten-

dance (CCTA) is currently in the deployment stage. The first two pilot counties are now in operation, and the remaining counties will be rolled out across the State in spring 2011.

#### **Coordinated Transportation Solutions**

##### **Booth Number: 4**

200 Main Street  
Ansonia, CT 06401  
Kathleen Snyder, Business Development Manager  
203.736.8810 ext. 167  
ksnyder@ctstransit.com  
www.ctstransit.com

The **Road to Good Health** begins with Coordinated Transportation Solutions, Inc. ("CTS"). CTS has over thirteen (13) years of experience managing Medicaid/Medicare non-emergency medical transportation services throughout New York (urban, rural and suburban areas) and nationwide. Ensuring safe, cost-effective transportation and excellence in customer service is our top priority. Our highly trained staff coordinates over one million trips annually with cost-effective, efficient trip scheduling and comprehensive trip tracking and compliance measures. CTS manages transportation services for Medicaid and Child/Adult Service programs in Jefferson County and Hudson Health Plan in Westchester County. Communication with Transportation Providers, timely prior authorization, public transit utilization and member reimbursement processing is the CTS trademark. Take advantage of the unsurpassed CTS management team. Contact CTS to discuss increased customer satisfaction and cost-effective, best practices for your NEMT service programs.

#### **Cúram Software Inc.**

##### **Booth Number: 16**

13800 Coppermine Drive, Suite 410  
Herndon, VA 20171  
703-738-9800  
Fax: 703-738-9888  
info@curamsoftware.com  
www.curamsoftware.com

Cúram Software is the leading provider of Social Enterprise Management (SEM) software solutions, delivering best-in-class applications for social enterprises globally including, health and human services, workforce services, and social security organizations. Using the Cúram Business Application SuiteT agencies can immediately reap the benefits of client-centric business processes and an outcomes-driven integrated service delivery model. The Cúram Business Application Suite, underpinned by the Cúram Enterprise FrameworkT, combines the advantages of commercial off-the-shelf (COTS) software, an enterprise platform and service-oriented architecture with the business and technical flexibility required to allow agencies to implement solutions to meet their strategic objectives. Cúram Software is headquartered in Dublin, Ireland with offices throughout North America, Europe, Australia, and India. For more information, visit [www.curamsoftware.com](http://www.curamsoftware.com) <<http://www.curamsoftware.com/>> .

#### **Deloitte**

##### **Booth Number: 24**

##### **Gold Sponsor • Coffee Break – Wednesday, 3:00 PM**

Frank Pisciotta, Lead Consulting Principal, State of New York  
518-426-4890  
fpisciotta@deloitte.com  
www.deloitte.com/us/hhs

Deloitte LLP is headquartered in New York City and home to more than 4,500 New York-based professionals and seven offices. We are proud of our successful track record with the State of New York, as well as many New York counties and the City of New York, where we have a long history of providing consulting, audit, tax, and financial advisory services. We are recognized as a national leader in providing services to health and human services agencies

throughout the United States, including implementations of solutions in eligibility and service integration, child care, child welfare, child support enforcement, Medicaid/MMIS, and public health. We have built the highest number of federally approved child welfare systems to date. Our practitioners apply best practices in technology integration, strategy and operations, technology adoptions, and enterprise application services to generate results. When your public sector challenges require an integrated, comprehensive approach, we invite you to call on Deloitte.

#### **DSS, Inc.**

##### **Booth Number: 10**

12575 US Hwy 1, Suite 200  
Juno Beach, FL 33408  
Mike Ginsburg, PMP, Marketing Manager  
(561) 284-7145 Direct Line / (561) 284-7000 Office  
(561) 596-0971 Cell / (561) 227-0208 Fax  
www.dssinc.com

DSS, Inc. is a software development and systems integration company that specializes in leading edge health care applications. Our products include state of the art solutions for behavioral health and dentistry among many others. All of our products are integrated with vxVista, our enhanced, open source version of the VA's award winning Vista EHR which is proven to reduce cost and improve the quality of care by supporting disease prevention through the use of CPOE and clinical decision support.

#### **HP**

##### **Gold Sponsor • Coffee Break – Thursday, 3:00 PM**

5400 Legacy Drive  
Plano, TX 75024  
Pat King  
770 7951596  
Pat.king2@hp.com<<mailto:Pat.king2@hp.com>>  
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#### **Hillside Institute for Family Connections**

##### **Booth Number: 13**

585-350-2558  
[www.hillside.com/familyfinding.aspx](http://www.hillside.com/familyfinding.aspx)

##### **Hillside Family Finding: Creating lifetime networks for disconnected youth.**

Youth without permanent connections are at increased risk for homelessness, financial hardship, and other life-long challenges. Hillside's six-step Family Finding model finds and engages family members, plans a successful future for youth, mends youth's sense of disconnectedness and replaces it with hope, and improves outcomes for youth while reducing cost of care. Hillside community-based clinicians can provide Family Finding services for youth in your care. Hillside also offers a range of Family Finding training options, from basic overview to preparing your staff to conduct family finding themselves.

#### **Hudson Center for Health Equity & Quality**

##### **Booth Numbers: 18&19**

303 South Broadway  
Tarrytown, NY 10591-5455  
Sherri Ehrlich  
914-372-2101  
sherri.ehrlich@hcheq.org  
www.hcheq.org



The Hudson Center for Health Equity & Quality (the Hudson Center) is an independent not-for-profit organization that promotes the delivery of high quality health care for all people. The Hudson Center is in the business of streamlining enrollment into public health benefits for all New Yorkers, advocates for universal health care and other policies to broaden health care access, and develops information technologies that streamline the enrollment process for public health insurance. As the national health information infrastructure grows, we will contribute by offering tools that streamline administrative and clinical practices. As a Certified Submitter to HRA's EDITS system, the Hudson Center's interoperable suite of technology solutions have revolutionized the process by which individuals obtain public benefits. By using automated e-application processes that are simpler, quicker and more efficient, enrollers can focus on getting families the health care they need. The improvement to the enrollment and recertification process provides substantial administrative cost savings to agencies, County and State government. The product suite includes EnrollNY, EnrollNY Private Label, FEEA, EDITS Xpress and Automated Member Reconciliation.

**The IMA Group**

**Booth Number: 1**

660 White Plains Rd, Suite 630  
Tarrytown, NY 10591  
Barbara Young  
800-245-4245 x 319  
barbara.young@ima-us.com  
www.ima-us.com

The IMA Group is a physician owned and operated, Occupational Medicine Company which performs Medical and Psychological Examinations. IMA has a contract with NYS OTDA to perform Employability examinations for County DSS. IMA provides CASAC Assessment and Monitoring Services to local Counties, with electronic reporting. In addition, IMA provides Case Review Services. IMA performs onsite testing including drug screens, labs, X-rays, PFT's, EKG's and Treadmill EKG's. IMA has nineteen offices in different geographic areas of New York State. David Pulver, MD, President and Founder of Industrial Medicine Associates, PC, is certified by the American Board of Internal Medicine. IMAs physicians are experienced and educated on the disability process. IMA has its own Quality Assurance review to maintain the highest quality examinations.

**The Kolburne School**

**Booth Number: 22**

343 New Marlborough-Southfield Road  
New Marlborough, MA 01230  
Kathleen Greco, Director of Admissions  
413-229-4119  
kgreco@kolburne.net  
www.kolburne.net

The Kolburne School is a private residential school and treatment center providing comprehensive academic/vocational, clinical, medical, residential and recreational services to students who have been identified as emotionally and behaviorally disordered, psychiatrically impaired, developmentally delayed or who present with the autistic spectrum disorder. Multidisciplinary Treatment Teams formulate, implement and monitor treatment plans developed from the Individualized Education Plan and Kolburne School's formal assessment. Regular, remedial and compensatory individualized academic and comprehensive vocational instruction is provided through the High School Program. Psychological, psychiatric, medical and nursing services include individual, group and family psychotherapies and speech and language and occupational therapies. Residential programming provides a structured and therapeutic environment utilizing a positive behavioral model based upon the Psycho-Education Model.

**LaSalle School**

**Booth Number: 7**

391 Western Avenue  
Albany, NY 12203  
Anne Moscinski  
518-242-4731 ext. 201  
Anne@LaSalle-School.org  
www.lasalle-school.org

A respected provider of Child Welfare services for more than 150 years, LaSalle School offers an array of services designed to respond to youth and families in jeopardy as a result of serious concern for safety, well being and permanency. In the last year, LaSalle has refined its residential and aftercare programming and offers Specialized Treatment Services for youth and families in difficult to serve profiles. Meeting the demanding standards of national accreditation by COA, LaSalle is regarded for its compliance with regulatory expectations and commitment to best practice. In addition to sound relationships with local social service districts, LaSalle's high standards are confirmed by OCFs, OASAS, and SED. www.lasalle-school.org

**LabCorp**

**Booth Number: 9**

1440 York Court  
Burlington, NC 27215  
Dena Balbach, Regional Account Executive  
336-436-7418  
balbacd@labcorp.com  
www.labcorp.com

LabCorp, with more than 25 years of experience, is the premier DNA testing laboratory for paternity testing worldwide. LabCorp operates a sophisticated laboratory network, with corporate headquarters in Burlington, NC, and over 28,000 employees worldwide. With scientific expertise in esoteric testing, genomics, clinical and anatomic pathology, LabCorp performs more than one million tests each day. LabCorp is pleased to be the first national DNA laboratory to offer a 21-marker genetic analysis in combination with our standard double-blind process on every paternity sample. Parentage/Relationship tests play an important role in child support decisions. By utilizing these new kits, LabCorp is providing a dramatic increase in the power to exclude, resulting in more robust results than those routinely found in the industry.

**MTM, Inc.**

**Booth Number: 14**

Alaina Macia  
888-561-8747  
newbusiness@mtm-inc.net  
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MTM manages the non-emergency medical transportation (NEMT) benefit for state and county governments, managed care organizations, health systems, and other programs involving transportation for the disabled, underserved, and elderly. In every program we operate, MTM contains or reduces cost and increases participant satisfaction. We can manage a variety of transportation programs, including: Social Services Programs, Medicaid, Community Shuttles, Fixed Route, ADA Paratransit. The New York counties of Albany, Greene, and Orange have already experienced the lower cost and higher quality offered by MTM. Find out how you can be the next New York County to take your transportation program a step above the rest.

**Northeast Parent & Child Society**

**Booth Number: 17**

Kevin Walsh  
kevin.walsh@neparentchild.org  
www.neparentchild.org



At Northeast Parent & Child Society, our goal is to preserve the biological family whenever appropriate. Our Family Preservation Services have a 95 percent success rate in helping families safely keep their children at home. Children who must be removed from their homes are placed in one of our community residences or with a loving foster family. When a child experiences serious emotional or behavioral difficulties, a parent may call our Child Guidance Clinic for help. The School at Northeast is a co-ed special education program for 152 students in grades 6 through 12. Career Development Services offers a variety of education, job training, exploration, and placement services prepare youth ages 16 to 24 for self-sufficient adulthood.

#### **NYS Office of Temporary & Disability Assistance**

##### **Booth Number: 21**

40 North Pearl Street, 16th Floor  
Albany, NY 12243  
Daria Albini  
518-474-7718  
daria.albini@otda.state.ny.us  
www.otda.ny.gov

The Office of Temporary and Disability Assistance (OTDA) is responsible for supervising programs that enhance the economic security of low-income families and individuals. OTDA's functions include: providing temporary cash assistance; helping temporary assistance recipients enter employment, and other low-income workers improve job skills; providing assistance in paying for food; providing residential energy assistance; overseeing New York State's child support enforcement program; determining eligibility for certain disability benefits; supervising homeless housing and services programs; and providing assistance to certain immigrant populations.

#### **Oracle**

##### **Booth Number: 13A**

7 Southwoods Boulevard  
Albany, NY 12211  
Greg Caito  
518-593-3406  
greg.caito@oracle.com  
www.oracle.com

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#### **Salient Management Company**

##### **Booth Number: 3**

**Gold Sponsor • Coffee Break – Wednesday, 10:15 AM**

Linda Huffner, Principal Advisor Public Sector  
Cell: 607 259 3676  
lhuffner@salient.com

Salient Management Company is assisting counties and their health and human service departments across New York State to improve the quality and cost efficiency of services. Ask any of our clients – "What makes Salient's performance management solutions different?" – and they'll tell you that it is the speed and simplicity that enables nontechnical people – commissioners, managers, supervisors, and line workers – to utilize their own data to improve performance and manage workflow in never-before-possible ways. We give them easy to use tools to see instantly where to focus their efforts to achieve the best possible outcomes. We have proven solutions across a variety of program areas and can rapidly respond to emerging needs within any public sector department or program. Salient is a New York State company with a worldwide presence, maximizing performance in business and government for 300 clients in 53 countries.

#### **Social Service Coordinators®, LLC**

##### **Booth Number: 6**

14261 Commerce Way  
Miami Lakes, FL 33016  
Kathleen Henry, Government Relations Director  
888-528-9488 Ext. 7652  
khenry@sscincorporated.com  
www.sscincorporated.com

**Social Service Coordinators®, LLC (SSC)** is a private social service organization that contracts with Medicare Advantage Organizations to provide free **Education and Assistance** to enroll seniors and people with disabilities into an array of federal, state and local social programs. SSC also provides ongoing support to help those individuals retain their benefits.

**Education** – People are often unaware of the various social programs that exist at federal, state and local levels and therefore never apply for programs that might bring much needed assistance.

**Assistance** - Those who are aware are often unsure of which agency to turn to or which documents are needed – some programs are administered by the federal government while other programs are administered by state and/or local governments.

#### **Stevens Treatment Programs**

##### **Booth Number: 11**

24 Main Street  
Swansea, MA 02777  
Michael MacCormack, Director of Marketing  
508-679-0183 x119  
mmaccormack@stevensprograms.org  
www.stevensprograms.com

Stevens Treatment Programs is a private, innovative 40-bed residential program, providing an ideal treatment environment for troubled adolescents in need of a safe, highly structured, and nurturing treatment setting. Located on a scenic campus in Swansea, Massachusetts, Stevens provides comprehensive treatment and educational services to adolescent males who display high-risk behaviors, including fire-setting and sexualized behaviors. Stevens also provides services to adolescents with conduct, behavioral and emotional problems. Stevens' team of professionals delivers intensive and highly individualized services in an extremely safe and structured milieu. Our primary goal is to offer residents a pathway to a new beginning, so that they may transition out of the program, prepared to contribute in a positive manner within their families, communities and schools.

#### **The Whitney Academy**

##### **Booth Number: 15**

P.O. Box 619  
85 Dr. Braley Road  
East Freetown, MA 02717  
Benjamin Allen, Director of Admissions  
508-763-3737 x223  
ballen@whitneyacademy.org  
www.whitneyacademy.org

Whitney Academy is a unique, year-round residential treatment center. We are nationally recognized for specializing in the treatment of dually diagnosed (cognitively delayed / psychiatrically disordered) young men, ages 10-22, who present with the entire spectrum of sexualized behavior problems. All aspects of Whitney life reflect the Academy's care, compassion and respect for its students as individuals, from beautiful and comfortable community residences to comprehensive clinical, medical and educational services.

Whitney's program is highly monitored and staff secure. Our treatment model provides for community safety and state of the art treatment in what we believe is the most "normal and homelike" environment possible. The care and treatment of our student population considers the whole person with treatment interventions developed to meet each individual's specific needs, his sense of belonging, self-esteem and socialization issues. The treatment offered at Whitney, encompasses much more than many traditional programs working with this population.

**The Work Number**

**Booth Number: 8**

11432 Lackland Rd.  
St. Louis, MO 63146  
314-214-7000  
Wanda Glenn, Assistant Director - Government Service  
314-214-7139  
wglenn@TALX.com  
www.theworknumber.com

The Work Number, a service of Equifax Consumer Information Solutions, provides real-time access to current client employment and income data. Through direct interfaces with employer payroll systems, The Work Number has amassed the nation's largest proprietary source of up-to-

date employment and income data for use by child support programs, with over 38% of the working population in the United States available.

**Youth Advocate Programs, Inc.**

**Booth Number: 20**

Stephanie Hart  
518-651-4297  
shart@yapinc.org  
www.yapinc.org

Youth Advocate Programs, Inc. (YAP) has provided a unique system of care to at-risk youth and families since 1975. Using a strength-based program design strategy, YAP "wraps" comprehensive individualized services and support networks "around" young people and their families rather than forcing them into predetermined inflexible treatment programs. We provide community based services to 10,000 youth and families per year who are referred from juvenile probation, child and family services, and mental health departments throughout the counties, states and countries we serve.

The agency has more than 2,200 employees in 17 states with international replication of the model with "sister" agencies in England, Guatemala, Ireland, Hawaii, Scotland and Sierra Leone. Our mission is to provide individuals who are, have been or may be subject to compulsory care with the opportunity to develop, contribute and be valued as assets so that communities have safe, proven effective and economical alternatives to institutional placement. We are nationally-recognized as a leader and fully accredited by the Council on Accreditation (COA).

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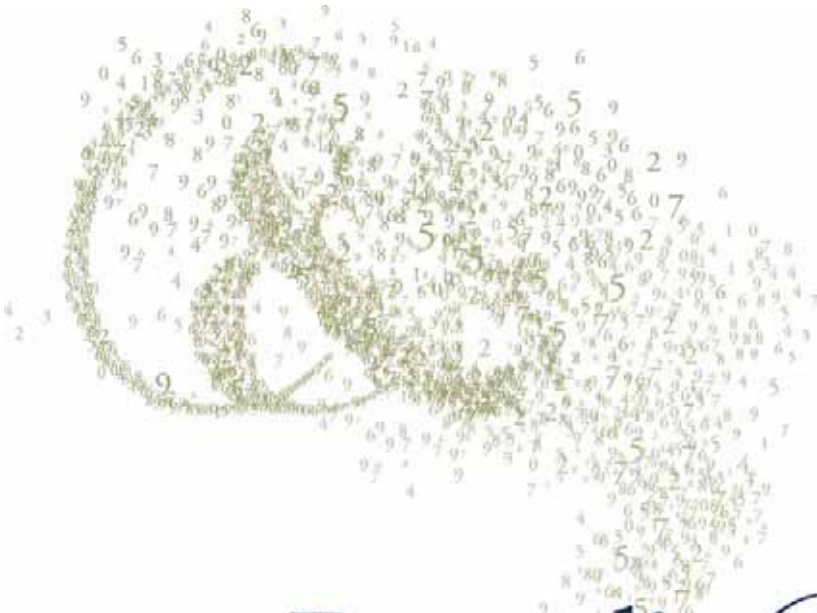


The Hudson Center for Health Equity & Quality is an independent not-for-profit 501(c)(3) organization that promotes the delivery of humane, high quality, cost-effective health care through policy study, advocacy, and the development of information technology. Please visit the Hudson Center at [www.hcheq.org](http://www.hcheq.org).



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